

## **INFORMATION SCIENCE AND LIBRARY SERVICES QUALITY ASSURANCE SURVEILLANCE PLAN**

### **1.0 INTRODUCTION**

#### **1.1 Purpose**

This Quality Assurance Surveillance Plan (QASP) has been developed to provide NASA/Goddard Space Flight Center (GSFC) an effective and systematic surveillance method to monitor contractor performance on NNG13XXXXX. The contract provides comprehensive information science and library services to the GSFC libraries at Greenbelt and Wallops

#### **1.2 Scope**

This QASP has been developed to evaluate contractor actions while implementing the Attachment A- Statement of Work (SOW). It is designed to provide an effective surveillance method of monitoring contractor performance on-site and in accordance with the SOW. The QASP provides a systematic method to evaluate the services the contractor is required to furnish. The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract.

The role of the government is quality assurance to ensure contract standards are achieved. In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success. Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

### **2.0 FORMS OF SURVEILLANCE**

#### *Surveillance Strategy Definitions*

##### **Insight**

Insight is an assurance process that uses performance requirements and if definable, performance metrics to ensure process capability, product quality and end-item effectiveness. Insight relies on gathering a minimum set of product or process data that provides adequate visibility into the integrity of the product or process. The data may be acquired from Contractor records, usually in a non-intrusive parallel method.

Insight as applied to this contract will result in lower levels of Government surveillance and allow the Contractor to assume increased responsibility and accountability for the

integrity of processes. Insight will rely heavily on evaluating planned contract deliverables, performance standards, and existing Contractor procedures and working documents, if available.

### Oversight

Oversight as applied to this contract will result in higher levels of Government surveillance. The Government will gather information pertaining to the Contractor's process through on-site involvement and/or inspection in the process and will monitor the process itself. The Government's involvement in the Contractor's performance, through oversight, will be determined necessary by the Contracting Officer's Technical Representative.

GSFC will strive to use an insight-driven surveillance approach through the effective ordering period of Contract NNG13XXXXX.

The Government may use a variety of surveillance methods to evaluate the contractor's performance. Information Science and Library Services contract surveillance shall utilize the following forms of surveillance:

All surveillance activities will be implemented using NASA and contractor support personnel, a delegated agency (e.g., Defense Contract Management Agency (DCMA)), and/or a surveillance support). The surveillance team may be composed of:

- a. GSFC Program personnel (i.e., Contracting Officer's Technical Representative, Task Monitor(s), and Financial Analyst(s))
- b. GSFC Safety & Health personnel (Code 350)
- c. Contracting Officer

### 2.1 Communications

- Monthly Performance reviews
- Electronic mail

- Informal Discussions
- Other communication methods, as required

## *2.2 Evaluation and Reporting*

- 533 Reports
- Review of customer feedback forms
- Monthly Contractor performance metrics as stated in the Library Manual

## *2.3 Physical Observation of Work Area*

Periodic floor checks will be made, both with and without assistance of the Contracting Officer (CO) to ensure the following:

- The Contractor's workspace is physically separated from the Government's.
- The Contractor's workspaces are properly identified by signs, with the company's name.
- All Contractor employees have their identification badges.
- The Contractor knows who the building's Facilities Operations Manager is, and what his/her functions are.
- The Contractor is familiar with the building's emergency evacuation procedures.
- Contractor employees are aware that Work Area Searches may be conducted at any time.
- The Contractor has copies or access to copies of and is familiar with the content of the Goddard Announcements, NASA policy directives governing onsite performance, Goddard Procedural Requirements (GPRs) and Goddard Policy Directive (GPDs). GPRs and GPDs can be found at:  
<http://nodis3.gsfc.nasa.gov/>
- Goddard Announcements, and NASA policy directives governing onsite performance.
- The Contractor is aware of the appropriate protection procedures for handling Government planning data and other contractor confidential or financial data.
- Contractor employees are using Government telephones for official business only.

## *2.4 Work Review and Performance Monitoring*

The Government will evaluate the Contractor's accomplishment of the technical objectives through the following:

- Monthly meetings with the Contractor to review progress and identify problems.
- Preparation and submission of Contractor Performance Annual Reporting System (CPARS) reports.
- Conduct inspection and acceptance of the contractor's deliverable items.
- Review Contractor's safety procedures and performance.
- Assist/participate with the Safety and Health Office on their safety walkthroughs.
- Validate that Contractor is performing according to the required contractual plans (e.g. testing, integration, quality assurance, etc.) by physical inspection, review of submitted reports, and meetings with the contract manager.

### *2.5 Government Property Procedures*

The Contracting Officer's Representative (COR) will carry out the following functions.

- Review and approve Contractor's requests for acquisitions of supplies from Goddard's store stock.
- Validate that the Contractor is maintaining records for all installation provided property.
- Conduct periodic inspection of equipment and its location, compared to the data on the property records.
- Validate that no property or facilities are being acquired without the CO's prior approval.
- Review Contractor's request to purchase controlled property and facilities for onsite use and make recommendations to the CO.
- Validate that all existing and new equipment is properly tagged.
- Validate that Government property is made available in accordance with the terms of the contract.
- Validate that the Contractor does not modify or provide additional facilities, plant equipment, or real property at Goddard, except as specifically required by the contract, or as directed or approved in writing by the CO.

### *2.6 Personal Services Prevention*

- Prevent employer-employee relationships from occurring between Government and Contractor personnel by making sure that:
- Only the Contractor interviews prospective employees.
- Only the Contractor approves timecards and absences.
- Government personnel do not interfere with the Contractor on personnel and administrative prerogatives.

### *2.7 Record Keeping and Documentation*

The COTR is responsible for maintaining accurate and complete records of the Information Science and Library Services contractor's performance. The COTR is responsible for collecting the performance evaluation forms and maintaining any other material that reflects the quality of the Contractor performance. Even though the Contractor is responsible for ensuring performance compliance under their Quality Control requirements, the Government will give the Contractor prompt notice of defects observed by the COTR and technical monitors. This does not imply that the Government is obligated to carry out quality control inspections for the Contractor, but that on discovering a problem, the Government will inform the Contractor in detail of the incident. COTR will keep CO informed of any issues brought to the attention of the contractor by the COTR.

If performance issues arise, they will be discussed immediately between the CO, COTR, and Contractor. Action plans will be developed and resolutions tracked for closure by the Contractor and Government.

During the course of the contract, the COTR shall retain a copy of all surveillance documentation. At the end of the surveillance period, these records shall be forwarded to the Contracting Officer for inclusion in the contract file. However, when a specific service or task becomes unsatisfactory during a surveillance period, a copy of the documentation supporting the unsatisfactory performance shall be forwarded to the Contracting Officer for action between the Government (CO and COTR) and Contractor.

### *2.8 Contract Administration*

Cost –Task orders are fulfilled within the cost projections provided in the Task Order Plan.

Ingenuity and Innovation – Contractor seeks and develops innovative solutions to requested task orders that result in savings of time, money, manpower, or improvements to performance.

Subcontract Communication – Contractor maintains effective communication within its own organization, including subcontractors. Problems, technical issues, and

programmatic changes are promptly communicated to all concerned. Prime contractor communication with subcontractors is seamless and transparent to the customer.

### *3.0 CRITERIA FOR EVALUATING PERFORMANCE.*

The Contractor's performance in all of the areas listed above will be monitored to assure that ineffective or wasteful methods are not being used. The COTR will submit annual CPARS information of the surveillance activities to the CO. The surveillance report will be incorporated in the CPARS reports that are prepared annually and become a part of the Past Performance Information Retrieval System (PPIRS). In the event of a finding that will require immediate attention, the COTR will notify the Contracting Officer of the situation for necessary action. The Contractor will be required to submit a written response and any corrective action steps needed.

### *4.0 SUMMARY*

This Surveillance Plan describes the approach GSFC intends to use to monitor the Information Science and Library Services contract and assure that the Contractor performs in accordance with the terms and conditions of the contract. GSFC anticipates using an insight surveillance approach. The goal is to balance the level of Government surveillance with the perceived impacts and risks of mission failure.

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Contracting Officer Technical Representative Signature

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Contracting Officer Signature